

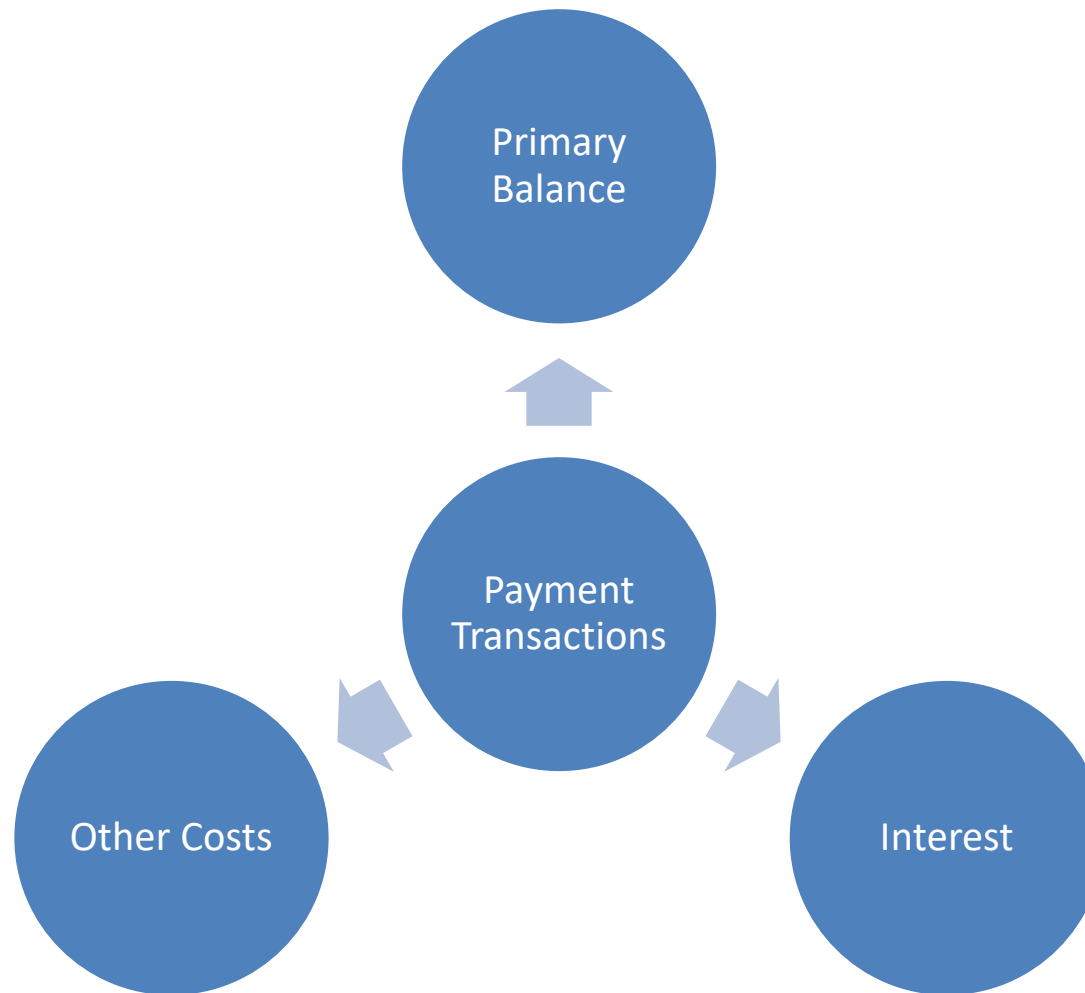
# RME.x Management Training: Processing Payments



# Agenda

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- Processing different types of payment transactions, checking for accuracy, and posting payments
  - Reviewing different Balance Types
  - Applying payments consumers accounts
  - Tracking different types of payments (checks, money orders or credit cards)
  - Taking a file from your client and applying it to the consumers accounts
  - Handling different types of payments (Paid agency and paid client, balance adjustments)
  - Making decisions based on an NSF, over payment to Agency, over payment to client, etc.
  - Handling transactions between your agency and your client
- Distributing payments across accounts for the same consumer
- Understanding commission rates on an account
- Setting and authenticating credit cards in real time
- Setting up direct checks from a consumer
- Processing credit card payments, and direct checks in a batch
- Balancing on a daily basis for accurate account processing
- Understanding the Payment Reports



**Your RME<sub>x</sub> solution. . . . .**





## System Control 2 menu > Payments and Adjustment Codes > Payment Codes

- Payment codes define the types of payment
- Balance Adjustments 41 thru 49 are user defined
- Balance Adjustments to not show up on statements

<u>Payment Code Search</u>		
<input type="checkbox"/>	01	PAID AGENCY
<input type="checkbox"/>	02	PAID AGENCY (FWD)
<input type="checkbox"/>	03	OVERPAYMENT TO AGCY.
<input type="checkbox"/>	11	PAID CLIENTS
<input type="checkbox"/>	13	OVERPAYMENT TO CLNT.
<input type="checkbox"/>	21	RETURN CHECK-AGENCY
<input type="checkbox"/>	31	RETURN CHECK-CLIENT
<input type="checkbox"/>	41	BALANCE ADJUSTMENT
<input type="checkbox"/>	42	BALANCE ADJUSTMENT
<input type="checkbox"/>	43	BALANCE ADJUSTMENT
<input type="checkbox"/>	44	BALANCE ADJUSTMENT
<input type="checkbox"/>	45	BALANCE ADJUSTMENT
<input type="checkbox"/>	46	BALANCE ADJUSTMENT
<input type="checkbox"/>	47	BALANCE ADJUSTMENT
<input type="checkbox"/>	48	BALANCE ADJUSTMENT
<input type="checkbox"/>	49	BALANCE ADJUSTMENT
<input type="checkbox"/>	51	CLIENT PAYMENT
<input type="checkbox"/>	52	A/R ADJUSTMENT.
<input type="checkbox"/>	54	BILL CLNT ADDL COMM
<input type="checkbox"/>	55	CHARGES DUE FROM CL.

<u>Payment Code Search</u>		
<input type="checkbox"/>	56	PER-ACCOUNT CHARGE
<input type="checkbox"/>	57	PER CASE
<input type="checkbox"/>	58	FILING FEE
<input type="checkbox"/>	59	BILL CL + INC. BAL.
<input type="checkbox"/>	61	FWD.AGENCY COMM. DUE
<input type="checkbox"/>	71	OVERPMT.REFUND (CLT)
<input type="checkbox"/>	72	OVERPMT.REFUND DEBT
<input type="checkbox"/>	73	OVERPAYMENT ADJ.
<input type="checkbox"/>	81	TAX 1 RETAINED
<input type="checkbox"/>	82	TAX 2 RETAINED
<input type="checkbox"/>	90	COMMISSION ADJ.

## System Control 2 menu > Payments and Adjustment Codes > Payment Codes

- Actions can be taken based on a type of payment
- Description on a payment code can be changed, but how that payment code works cannot be changed.

Payment Codes

Company name	QUANTRAX .7 BOX - COMPANY 99
Code	01
Description	<input type="text" value="PAID AGENCY"/>
Force follow-up (Y)	<input type="checkbox"/>
Days ahead for follow-up	<input type="text"/>
Letter code for receipt	<input type="text" value="XX"/>
Note code and note to add	<input type="checkbox"/> <input type="text"/>
Code for client statement	<input type="text" value="T"/>
Smart code before posting	<input type="checkbox"/> (Used for ALL debtor/agency transactions)
Smart code to be applied	<input type="text" value="100"/> with payment arrangement (Y) <input type="checkbox"/> or post-dated check
Delete 'D'	<input type="checkbox"/>

# Applying Payments To Consumer Accounts

## Payment Transaction menu > consumer/Agency entry

- Entered payments are added to a batch
- Use option to request a payment receipt when applying the payment
- Use Payment Codes at the time of payment and only the correct code should be used

If a receipt is required  
for EACH transaction, enter "Y".

Select an Option

Multiple batches of payments  
can be maintained -

Select batch number

### Debtor/Agency Payment Transaction Entry

Company name	QUANTRAX .7 BOX - COMPANY 99		
Company Code	99		
Payment date	022216	Original posting date	<input type="text"/>
Details on Part Pmt. (Y,A,D)	<input type="checkbox"/>		
Payment code	<input type="checkbox"/>		
Balance code(P,I,1-9,O,X,L)	<input type="checkbox"/>		
Adjustment code	<input type="checkbox"/>		
Amount	<input type="text" value=".00"/>		
Enter ONE of the following :			
1. Case number	<input type="text"/>	Initials	<input type="checkbox"/> Client Ref <input type="text"/>
2. Street address	<input type="text"/>	Initials	<input type="checkbox"/> (or date for reversal)
3. Client number	<input type="text"/>	Client Acct#	<input type="text"/>
(or Group#)		Other info.	<input type="text"/>
Fwd.Agent Retained	<input type="text" value=".00"/>	Session totals #	
		(F22 to reset) \$	<input type="text" value=".00"/>
Credit to Collector	<input type="text"/>	Credit to split	<input type="text"/>
Special Commission	<input type="text" value=".00"/> % Amount	<input type="text" value=".00"/>	Last entry -
Receipt required (Y,C)	<input type="checkbox"/>	Type (CA,CK,CC,MO,OT)	<input type="checkbox"/>
		Ref#	

F1-Inq F3-Tran F4-Del F9-Last F12-Adj F13-Rcp F15-PD/CC F20-Batch F24-Num.Acct#





# Distributing Payments Across Accounts For The Same Consumer (Linked Accounts)

## Payment Transaction menu > consumer/Agency entry

- Use to distribute a payment across the linked accounts
- Spread the payment across the linked group with **F10 - Change Method – Oldest First**

Category	PAYMENT ENTRY	Coll	HOUS	HOUS	GUS	Case number	112860001
Guarantor	BAKER	JOAN				Home phone	525 544 1212
Street address	1111 MAIN AVE					Desc.Codes	A1 CH <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
City/State/Zip	LASRSON	CA	90111				<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Bank	<input type="text"/>					Follow-up date	2/23/16
Contact series	01	Seq#	9	ACat		Promise amount	.00
Total balance	22.48	from	2			P/D check	
						Pay.Arr due date	7/24/15
THIS PAYMENT	40.00					Amount	21.64
New balance	17.52-					Downpayment due	.00

-----\*ACCOUNT SUMMARY\*-----

Case#	Client	Owner	Balance\$	Status	Amt (<100k)	Comm%	SB	Cr
1	112860001	MAIN OFFICE	HOUS	.00	.00	.00	P	<input type="checkbox"/>
2	132970004	MAIN OFFICE	HOUS	22.48	22.48	.00	P	<input type="checkbox"/>
3					.00	.00		<input type="checkbox"/>
4					.00	.00		<input type="checkbox"/>
5					.00	.00		<input type="checkbox"/>
6					.00	.00		<input type="checkbox"/>
7					.00	.00		<input type="checkbox"/>
8					.00	.00		<input type="checkbox"/>
9					.00	.00		<input type="checkbox"/>
10					.00	.00		<input type="checkbox"/>

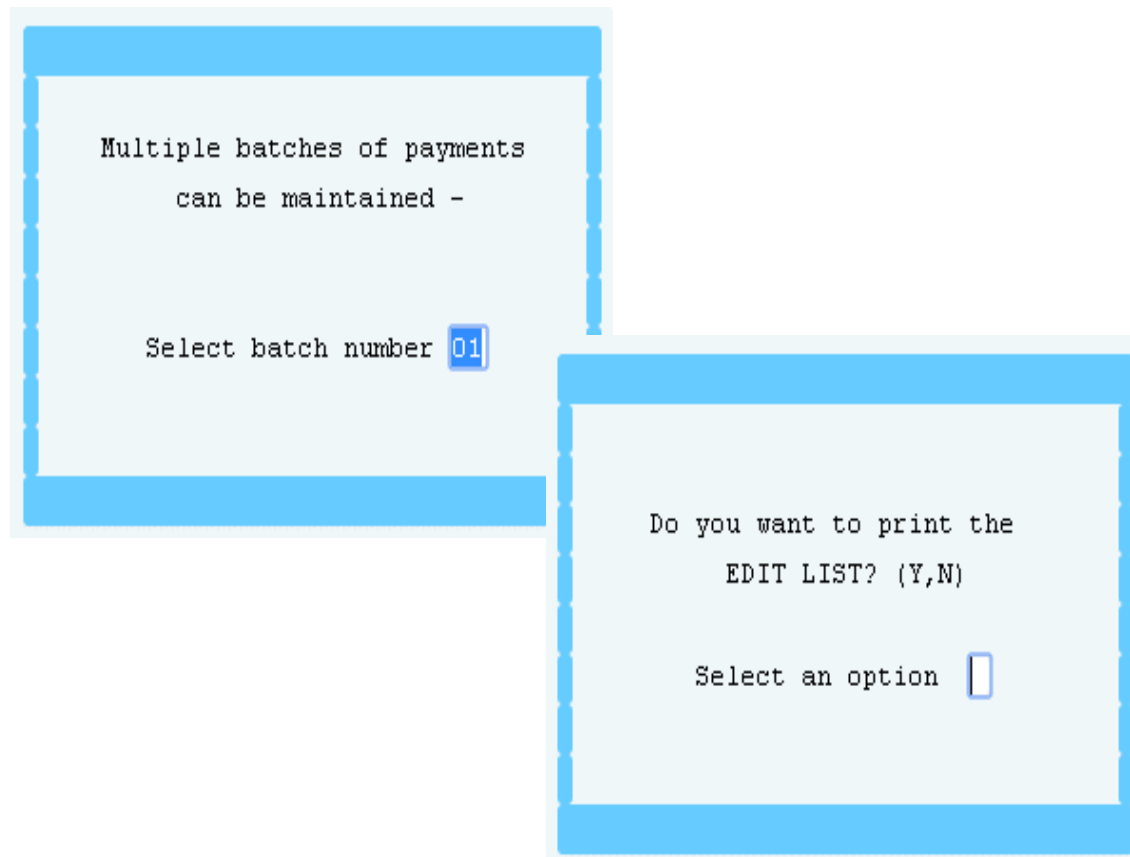
22.48

F1-Srch   F2-Det   F3-New   F5-Notes   F6-Format   F8-Comm   F10-Chg.Method -Oldest First-

# Applying Payments To Consumer Accounts (continued)

## Payment Transaction menu > consumer/Agency entry

- ❑ Batching lets you enter groups of payments in different buckets, and each bucket can be posted at different times
- ❑ **Always request an edit before posting**



```
Multiple batches of payments
can be maintained -

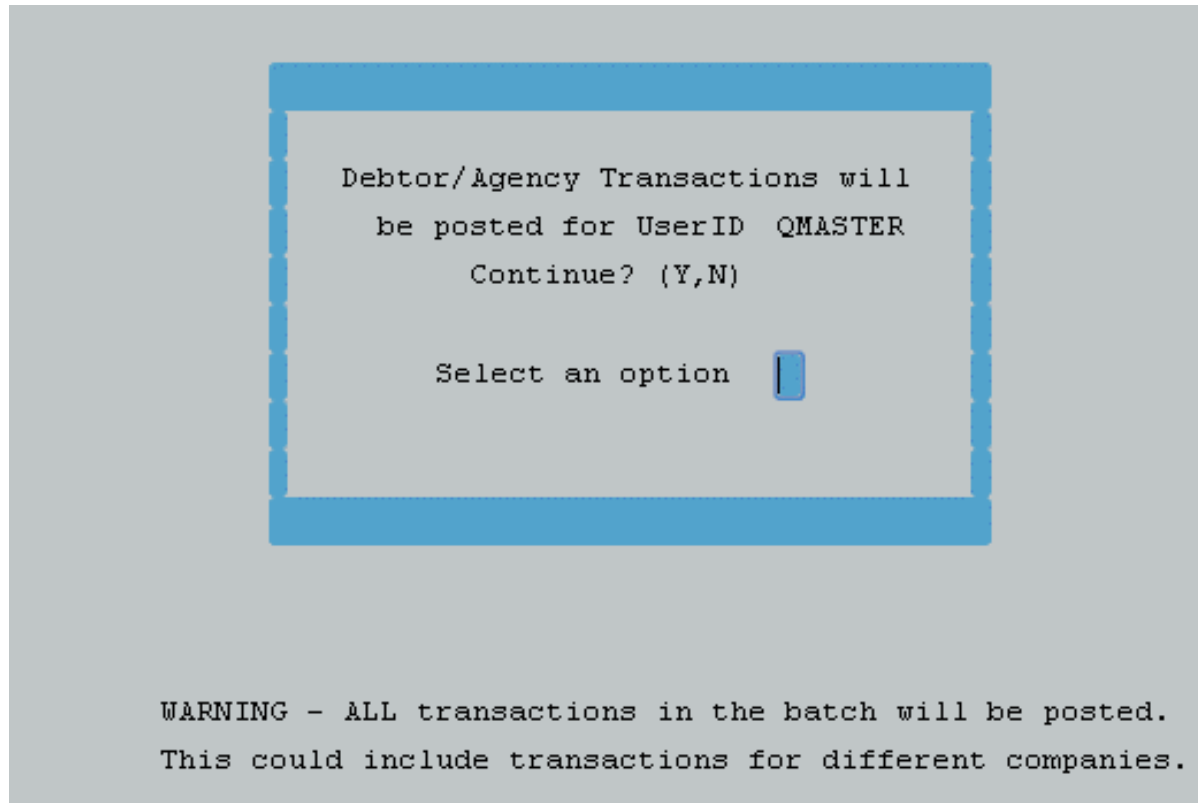
Select batch number 01
```

```
Do you want to print the
EDIT LIST? (Y,N)

Select an option
```

# Balancing On A Daily Basis For Accurate Account Processing

- ❑ After reviewing the edits you can post the accounts
- ❑ Payment entry and payment posting are based on User IDs

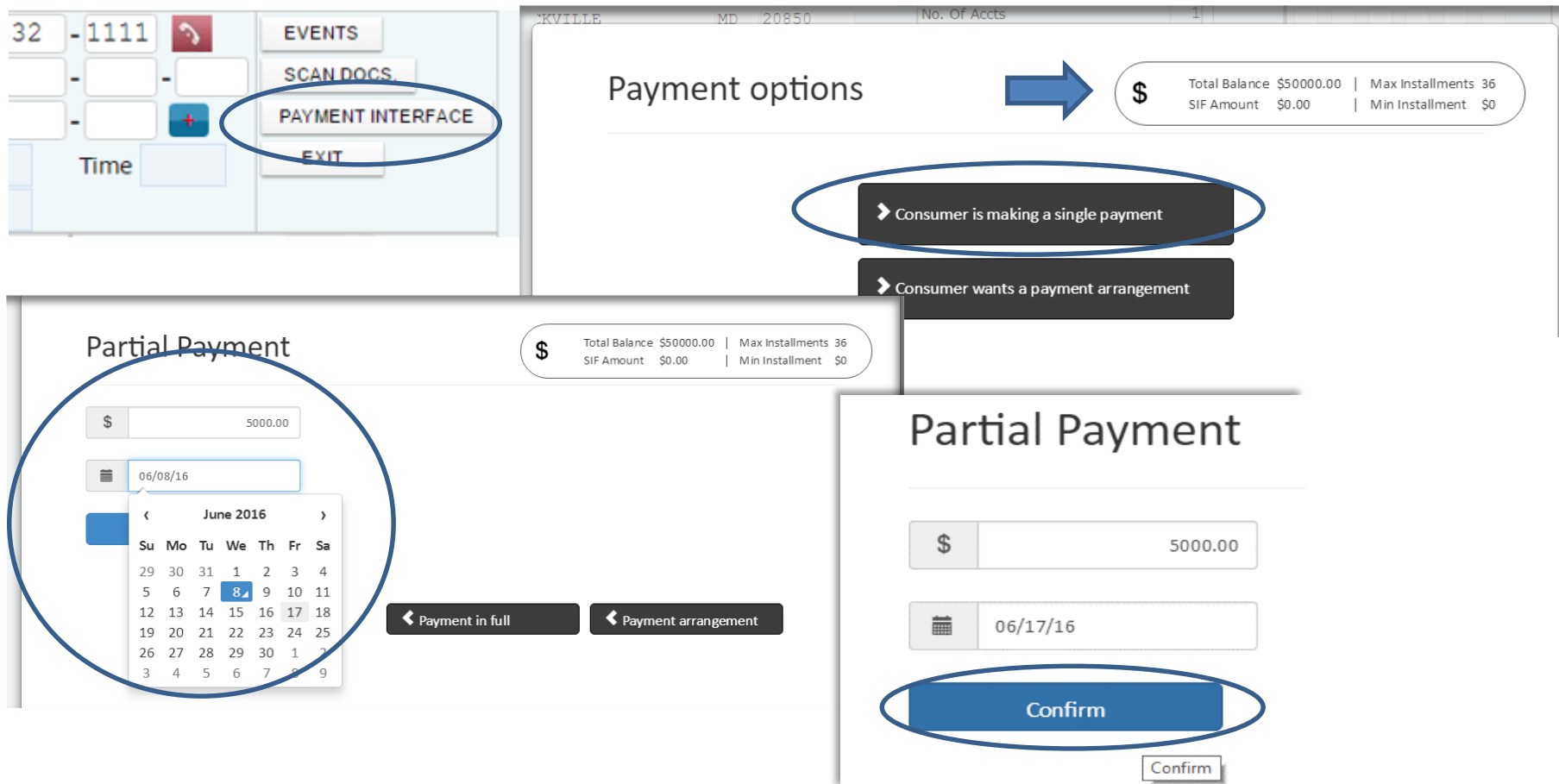






# Setting Up Direct Checks From A Consumer

## The Payment Interface for setting up direct checks



The interface consists of the following steps:

- Home Screen:** A button labeled "PAYMENT INTERFACE" is circled in blue.
- Payment options:** A screen titled "Payment options" with a blue arrow pointing to a summary box:
 

\$	Total Balance \$50000.00	Max Installments 36
	SIF Amount \$0.00	Min Installment \$0

 Below this are two buttons: "Consumer is making a single payment" (circled in blue) and "Consumer wants a payment arrangement".
- Partial Payment (Step 1):** A screen titled "Partial Payment" with a summary box:
 

\$	Total Balance \$50000.00	Max Installments 36
	SIF Amount \$0.00	Min Installment \$0

 Below is a text input field with "\$ 5000.00", a date input field with "06/08/16", and a calendar for June 2016. The date "8" is selected. Below the calendar are two buttons: "Payment in full" (circled in blue) and "Payment arrangement".
- Partial Payment (Step 2):** A screen titled "Partial Payment" with a text input field with "\$ 5000.00", a date input field with "06/17/16", and a large blue "Confirm" button (circled in blue). A smaller "Confirm" button is visible at the bottom right.


# Setting Up Direct Checks From A Consumer

## The Payment Interface for setting up direct checks

### Check payment

Account Number	<input type="text" value="32143213211321"/>	Account holder's Name	<input type="text" value="Joe Quantrax"/>
Routing Number	<input type="text" value="1234567"/>	Street address	<input type="text" value="123a Main St"/>
Check Number	<input type="text" value="123"/>	Extra address	<input type="text"/>
Amount	<input type="text" value="5000.00"/>	City/State/Zip	<input type="text" value="Rockvill"/> <input type="text" value="md"/> <input type="text" value="20850"/>

### Confirm checking account details



Please check and confirm the information you entered. Select 'Go back' to change any information.

Amount 5000.00 (\$5,000.00/1)  
Date 06/17/16  
Account # \*\*\*\*\*1321  
Routing # 1234567

### Success

Payment arrangement was set up successfully



# Setting Up Direct Checks From A Consumer

> Account Detail Screen > F9 P/A > F14 Direct Checks

**DIRECT CHECK INFORMATION**    Balance 50000.00

Bank <input style="width: 90%;" type="text"/> Name    Joe Quantrax <input style="width: 10%;" type="text"/> J/Nm <input style="width: 45%;" type="text"/> <input style="width: 45%;" type="text"/>	City <input style="width: 80%;" type="text"/> State <input style="width: 10%;" type="text"/> Address <input style="width: 95%;" type="text"/> Rockville                    md    20850
Account # 32143213211321    Type S,D <input type="checkbox"/> 1321 / 67	Routing # 1234567 Fraction <input style="width: 80%;" type="text"/>

Date	Check #	Amount	Date	Check #	Amount
61716 <input style="width: 15px;" type="text"/>	123	5000.00	<input style="width: 15px;" type="text"/>	<input style="width: 15px;" type="text"/>	.00
<input style="width: 15px;" type="text"/>	<input style="width: 15px;" type="text"/>	.00	<input style="width: 15px;" type="text"/>	<input style="width: 15px;" type="text"/>	.00
<input style="width: 15px;" type="text"/>	<input style="width: 15px;" type="text"/>	.00	<input style="width: 15px;" type="text"/>	<input style="width: 15px;" type="text"/>	.00
<input style="width: 15px;" type="text"/>	<input style="width: 15px;" type="text"/>	.00	<input style="width: 15px;" type="text"/>	<input style="width: 15px;" type="text"/>	.00
<input style="width: 15px;" type="text"/>	<input style="width: 15px;" type="text"/>	.00	<input style="width: 15px;" type="text"/>	<input style="width: 15px;" type="text"/>	.00
<input style="width: 15px;" type="text"/>	<input style="width: 15px;" type="text"/>	.00	<input style="width: 15px;" type="text"/>	<input style="width: 15px;" type="text"/>	.00
Comment <input style="width: 90%;" type="text"/>			<b>Total</b>		5000.00

## Payment Transaction menu > Direct Check> Direct check interface (with report)

- ❑ Direct Check option must be run before Post Dated Check Options

### Direct Check Options

Select one of the following options -

1. Direct check report
2. Direct check interface (with report)
3. Direct check report with NO deletion of transactions
4. Report of unauthorized transactions
5. Direct check report with NO deletion of transactions (Date range)

Option

NOTE - These options are run for the company you are signed into.

#### **\*\*WARNING\*\***

Option 2 will delete the selected transactions. You will not be able to re-create the report or interface.

You selected the option to CREATE AN INTERFACE FILE. Confirm Y or N.

Select an option

Job 057078/QMASTER/SCJOBDSUP completed normally on 02/22/16 at 09:00:49.

# Running Post Dated Options - *REQUIRED*

## Payment Transaction Menu > Post Dated Checks

- ❑ Post dated check options must be run after Direct Check options

Postdated Check Options

1. Postdated check entry
2. Postdated check and Pre-authorized payment deletion
3. List checks (or PAP's) to be presented
4. Postdated checks (or PAP's) by entry date
5. Postdated checks (or PAP's) by presentation date
6. Pre-authorized payment (PAP) entry
7. Create a payment batch of all checks (or PAP's) to be presented
8. Authorize PAP's and postdated checks
9. Release future post-dates
12. Options for checks held

Select an Option

F7-Cancel

If you use Direct Checks, those reports and interfaces should be run prior to the "Postdated Checks to be presented" reports.

You selected the option to create payment transactions for post-dated checks to be presented.

Note that the payment will be allocated across valid linked accounts (X-logic for Bal.type.)

Press ENTER to continue or

You can now select Debtor/Agency Transaction Entry and request an Edit Report to verify the transactions selected.

You will also need to "Post" the transactions to complete the process.

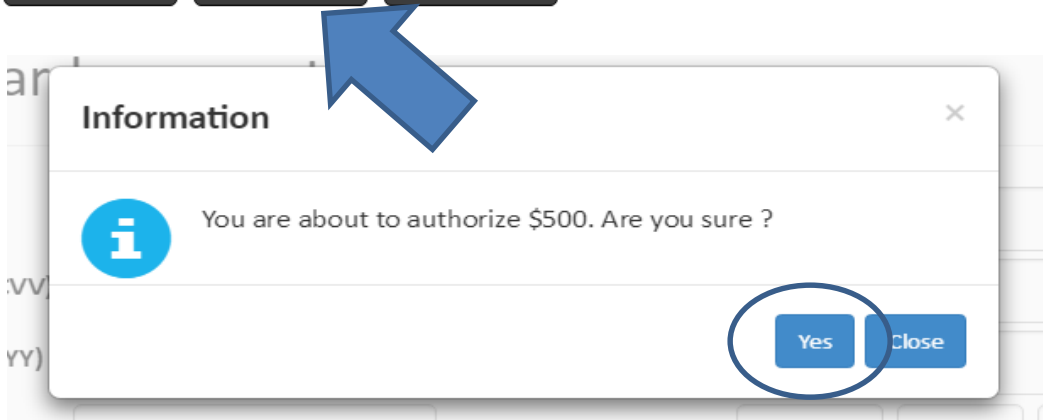
# Setting Up And Authenticating Credit Cards In Real Time

## Credit Cards from the Payment Interface

- Enter credit cards on a consumers accounts
- Authorize credit cards in real time, this requires a third party vendor

### Credit card payment

Card Number	<input type="text" value="3213123132113211"/>	Card Holder's Name	<input type="text" value="Susan J Quantrax"/>	
Special Code (CVV)	<input type="text" value="321"/> <input type="text" value="VISA"/>	Street address	<input type="text" value="123 Main st"/>	
Exp Date(MM/YY)	<input type="text" value="01"/> <input type="text" value="19"/>	Extra address	<input type="text" value="apt 12"/>	
Amount	<input type="text" value="500.00"/>	City/State/Zip	<input type="text" value="bethesd"/> <input type="text" value="md"/> <input type="text" value="20814"/>	
		<input type="button" value="Save"/>	<input type="button" value="Authorize"/>	<input type="button" value="Refresh"/>



# Setting Up And Authenticating Credit Cards In Real Time

## Credit Cards from the Payment Interface

- Enter credit cards on a consumers accounts
- Authorize credit cards in real time, this requires a third party vendor
- Tab Q to Credit Cards

**CREDIT CARD PAYMENT SERIES**

Card #	3213123132113211	321	Type	VISA
Name	Susan J Quantrax		Flex card (Y)	<input type="checkbox"/>
Exp (MM/YY)	01 / 19 Last 4 3211			
Bill. Addr. apt	12			
	123 Main st	bethesda	md	20814

Date	Ref#	Amount	Date	Ref#	Amount
60816		500.00			.00
		.00			.00
		.00			.00
		.00			.00
		.00			.00

# Processing Credit Card Payments, And Direct Checks In A Batch

## Payment Transaction menu > Credit card options

- Run the option to print and delete credit cards **daily**
- Can also be applied to a batch

### Credit card options

1. Payment arrangement, credit card and check analysis
2. Payment arrangements and credit cards by collector
3. Payment arrangements and credit cards by collector
4. Payment arrangements and credit cards by collector
5. Print and delete Credit Card transactions
6. Payment arrangements and credit cards by collector
7. Credit Card History Inquiry

Select an option

You have selected an option to print and delete credit card information

Please enter (Y) to confirm your selection

Suppress Print of Credit Card Numbers (Y/N)

Press ENTER to continue

F7-Exit

WARNING - ALL selected transactions will be deleted.

Transactions can be loaded into a batch. Select blank option for this. To add the transactions for access in payment entry (F15), select F. Select N for no action.

Press ENTER to continue

F7-Cancel

## Payment transaction menu > Payment reports for a period

- Analysis of pending payments** - shows an estimate of pending payments
- Payment detail list** - shows account payment detail with payment codes
- Daily payment summary** - shows money collected by the day of the month, and compares your collections to the same month a year

### Payment Reports

1. Payment Summary
2. Payment Details (Sort by Payment Code)
3. Payment Analysis by Date with Cash
4. Payment Analysis by Date with No Cash
5. Payment Details (Sort by Client)
6. Payments by Type and Client (Summary Report)
7. Payment Summary (One report with no trust accounts)
8. Daily Payment totals for a period (Inquiry)
9. Future credit cards payments due
10. Analysis of pending payments

## Payment transaction menu > Payment reports for a period

- Daily payment summary - shows money collected by the day of the month, and compares your collections to the same month a year
- Press **ENTER** to display the commissions in the **Amount** field

Payments for Jan-16					
<u>Day</u>	<u>Amount</u>	<u>Sub-total</u>	<u>Day</u>	<u>Amount</u>	<u>Sub-total</u>
1			18		56,100.08
2			19		56,100.08
3			20	900.00	57,000.08
4			21	130.00	57,130.08
5			22		57,130.08
6	45,780.00	45,780.00	23		57,130.08
7		45,780.00	24		57,130.08
8		45,780.00	25	1,100.00	58,230.08
9		45,780.00	26		58,230.08
10	5,800.00	51,580.00	27		58,230.08
11	3,580.08	55,160.08	28	30.00	58,260.08
12		55,160.08	29		
13	40.00	55,200.08	30		
14	900.00	56,100.08	31		
15		56,100.08			
16		56,100.08		58,260.08	
17		56,100.08			
Money-Balance of month		26,550.35	At day 28 in 01/15		2,121.54
			Currently at 2746 % at day 28		
			Total for 01/15		4,253.18

ENTER-Display commissions

F7-Exit



## Payment transaction menu > Payment reports for a period

- ❑ Analysis of pending payments - shows an estimate of pending payments

Payments due for date range 2/24/16 to 2/24/17			
	Number of Accounts	Amount scheduled	Potential fees
1. Standard P/A	3	174.00	76.00
2. Non-Linear P/A	6	292.00	131.60
3. Standard P/A with CC	0	.00	.00
4. Non-Linear P/A with CC	1	13.00	6.50
5. Post-dates (Number of checks)	60	1,723.00	596.25
6. Credit Card Series	6	339.18	154.29
Totals	76	2,541.18	964.64
Number of active P/A's	561	Credit cards to be	
Number of credit card series	7	processed today	13.00
Number of direct check accounts	36		

# Executive Dashboard

Executive Dashboard

Widget Customization

Select

Add

- Number worked(#)
- Money promised(\$)
- Promises(#)
- All cash

Remove

Filter data

Reporting group code

ALL

Select only collectors (for accounts worked)

No

Select only collectors

No

Refine

**8,960**  
CHAMEE  
NUMBER WORKED(#)

**1,450.00**  
CHAMEE  
MONEY PROMISED(\$)

**20**  
CHAMEE  
PROMISES(#)

**20,445**  
INTGUI3  
ALL CASH

Agent Productivity

Name	Collector	Number worked(#)	Positive contacts	RPC	Attempts	Payments posted	Promises(#)	Money promises(#)	Money promised(\$)	Total promised(\$)	All cash
BUDDHIKA NUWAN	BUDDHIKA	8,433	0	0	0	0.00	0	0	88.00	0.00	0.00
CHAMEE	CHAMEE	8,960	560	250	1	88,888.80	20	6	1,450.00	555.55	150.00
CLERICAL PERSON	CLERICAL	0	0	0	0	102.00	0	0	0.00	0.00	0.00
COLBIN	COLBIN	8,959	6	6	428	30.00	0	48	1,381.00	9,455.22	2,109.22
AMANDA & MARGARET	CURWIN	0	0	0	0	1,077,132.25	0	1	0.00	10.00	0.00
DAVID	DAVID	6,281	0	0	1	160.14	0	0	75.00	80.00	75.00
DEBBIE	DEBBIE	15	0	0	1	2,361.31	0	9	230.00	285.00	280.00
DELIGHT TEST	DELIGHT2	1	0	0	0	675.00	0	2	11.00	11.00	11.00
EMIL	EMIL	22	0	0	1	0.00	0	26	1,267.00	2,172.00	2,367.00
HESHINI	HESHINI	19	0	0	5	0.00	0	10	577.00	3,468.23	2,068.23
GUI USER	INTGUI	0	0	0	0	140.00	0	0	0.00	0.00	0.00
JOSEPH LIBO	INTGUI3	63	0	0	26	0.00	0	27	257.00	20,620.00	20,445.00
BILL COLLECTOR	JAMIE	9	0	0	3	0.00	0	5	525.00	625.00	525.00
ISABELLE MANCUSO	KRISHAN	1	0	0	0	15,550.25	0	15	1,370.23	1,570.23	1,570.23
TEST	MAYT	0	0	0	0	112.00	0	0	0.00	0.00	0.00
BILL COLLECTOR	PATL	0	0	0	0	30.00	0	0	0.00	0.00	0.00
		33,141	566	256	838	1,185,526.75	20	161	7,399.95	39,610.23	30,236

18. Debtor/Acct compar

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ment

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Holiday Schedule Setup

Collector & Client rankings

Company Analysis

Executive Dashboard

## Exercises – Processing Payments

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**In your system, use COMPANY 01**

1. A consumer has entered your office and given you \$100.00. Apply this payment.
2. Find an account with a linked balance then enter another payment - one that will pay off the primary and linked accounts.
3. Your client has informed you a different consumer has given them \$50.00, apply this payment as a direct payment.
4. Run and review your edit. There is a mistake, you should not have entered in the \$50.00 payment. Delete this payment before you posting the account.
5. Run your edit again, if the edit looks good, post the payment.
6. The payment for \$100.00 is returned (a bad check). Reverse that payment on that account.
7. Your clerical person entered a batch of payments, and left for the day. You need to delete their batch. How would you do this?

# Exercises – Processing Payments (continued)

## In your system, use COMPANY 99

8. For bad checks (NSF), if you wanted to send an account to legal, or take some kind of action every time a consumer gave you a bad check, how could you take that action automatically in the back ground without a user doing anything?
9. Look at your balance types by company. Make sure there is more than one balance type other than the Primary Balance. Setup your balance types so that the Primary Balance will be paid first, and any other balance types are paid in the order you would like.
10. You have agreed with your client that you will take 14% commission on an account when entered and 25% if the consumer's mail is returned. Set up a fee code to reflect this.
11. A Fee code lets you base your commission on several conditions. Which one of these statements below in not true?
  - a. How long an account has been placed and in collections
  - b. Age of the account at placement
  - c. Account goes legal
  - d. Balance

# Exercises – Processing Payments (continued)

**In your system, use COMPANY 99**

## Reviewing the Client (Off the Management Menu)

12. Find a client that has existing accounts in the system. Now place the fee code( from exercise #10) on the client and save it.
  - a. Does this automatically affect accounts that are already in the system?
  - b. Review the account and explain what happens when you change a fee code at the client level.
  
13. You have agreed that if a payment goes directly to the client within the first 14 days of placement you will not take commission on that account. Set that up for your client.

## Payment Reports For A Period

14. What report could I run to see what accounts adjustment code 42 was applied to?.  
Run that report to confirm this.
  
15. What display shows you the money collected by the day of the month, and compares your collections to the same month a year ago? Did you hit “ENTER” to display the commission?
  
16. How can you get an estimate of pending payments for the rest of the month?

# RMEx Management Training: Processing Payments

Thank you!